



State of Nevada – Department Of Personnel

CLASS SPECIFICATION

| <u>TITLE</u> | <u>GRADE</u> | <u>EEO-4</u> | <u>CODE</u> |
|----------------------------|--------------|--------------|---------------|
| DMV PROGRAM MANAGER | 39 | A | 11.427 |

Under direction of a DMV Administrator, DMV Program Managers plan, organize, coordinate, implement and monitor major State and federal programs in one of the following areas: vehicle registration and ownership; driver licensing; business licensing and motor carrier; or vehicle emission control. Duties associated with each assignment are as follows:

Develop, modify, monitor and manage a variety of vehicle registration and ownership programs and activities including privilege and sales tax collection, vehicle inspection and appraisal, insurance verification, special plate development and issuance, issuance of titles of ownership and dismantler and junk certificates, and development of informational and training materials for financial institutions, vehicle dealers, insurance carriers and others.

Develop, modify, monitor and manage driver licensing programs and activities including driver education and evaluation, issuance of licenses and identification cards, medical review, driver sanctions and intervention/improvement, development of programs for high risk drivers, drivers with disabilities, commercial driver's licensing, third party verification, development of regulatory standards for DUI/traffic safety/driver training schools, and administration of interstate compacts and information systems related to driver licensing.

Develop, modify, monitor and manage business licensing and motor carrier programs and activities including establishment of applicable regulations, standards and guidelines, preparation of education and training materials for various licensees, research of highly exceptional licensing applications, implementation of State and federal fuel licensing and tax collection programs and international agreements, and development of appropriate auditing and monitoring standards to ensure compliance with interstate agreements and regulations.

Develop, modify, monitor and manage emission control programs and activities including those for gasoline and diesel powered vehicles, emission stations and inspectors, evaluation of federal regulations, assessment of program needs, evaluation of requests from county and local agencies for program enhancements/modifications, grant administration, evaluation of compliance with designated air quality, environmental and consumer protection standards, development of emission control education and training, equipment testing and standards, program monitoring for State and federal compliance, dispute resolution, and certification of emission inspectors.

In each of these assignments, DMV Program Managers plan, develop, implement, monitor and evaluate specific programs and activities and ensure proper implementation across divisional lines throughout the DMV branch; assemble and oversee the activities of cross-functional teams and other inter-divisional work groups; assist in the development of training materials for new and modified programs and services; oversee the development of communication plans for agency staff and external entities.

Ensure the integrity of programs and activities and conformance with legislative intent; work collaboratively with other program managers, administrators and staff within the agency in the development and implementation of innovative programs and services; confer with federal, State and local government officials, representatives of the vehicle and insurance industries, and special interest groups to exchange information, identify problems and concerns, and resolve issues.

Design, formulate, establish and implement methods, standards and data collection techniques to evaluate program outcomes and success; identify areas of potential improvement and take appropriate steps as indicated; target deficiencies and develop remedial action plans based on analysis of current and historical data; participate in strategic planning and goal-setting activities for assigned program areas.

Serve as technical expert in assigned program areas; respond to help desk calls referred to management for research and resolution of complex issues and problems.

Train, supervise and evaluate the performance of assigned professional, technical and support personnel as assigned; provide for required training and appropriate staff development opportunities; establish and implement work performance standards; select, direct, counsel and discipline staff as appropriate.

Write, edit, review and propose legislative action and regulations applicable to the assignment; evaluate a broad variety of written materials including legislative initiatives, proposed policies, procedures and mandates; provide legislative and regulatory testimony as requested; assist in the development of budgets associated with proposed, new and modified programs.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE: Bachelor's degree in business or public administration or related field and four years of increasingly responsible experience involving the development, implementation, evaluation and monitoring of specialized programs and services related to driver's licensing and vehicle registration. This experience must have included developing written materials and ensuring compliance with complex laws, regulations, policies and procedures, two years of which were at the supervisory level; **OR** an equivalent combination of education and experience.

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Working knowledge of: laws, rules, regulations, policies and procedures relevant to a broad DMV program area such as vehicles, drivers, businesses or emission control; team dynamics and consensus-building skills; problem-solving skills; strategic planning and goal-setting techniques; organizational structure, functions, processes and applicable regulatory requirements related to a designated DMV program area; procedure manuals, policy guidelines and other technical references used to resolve complex problems and unique situations not covered by precedent; principles and practices of training and supervision; oral and written communication skills. **General knowledge of:** management principles and practices; principles, theories, techniques and trends in public administration including financial management, employee relations and related governmental programs related to DMV programs and services. **Ability to:** plan, design, develop and implement new and modified programs and services in an assigned program area related to vehicle registration and ownership, driver licensing, business licensing and motor carrier, or vehicle emission control; interpret, explain and apply complex State and federal regulations, laws and guidelines related to assigned program areas; work cooperatively and effectively with managers and staff across divisional lines in developing and implementing programs and services; establish program objectives and performance goals and assess progress toward their achievement; write detailed policies, procedures, regulations and other materials; formulate legislative concepts and deliver effective testimony; represent the department both within and outside the organization and gain support for the agency's program goals.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

Working knowledge of: program management and leadership skills; management principles and practices; principles, theories, techniques and trends in public administration including financial management, employee relations and related governmental programs related to DMV programs and services; State regulations regarding hiring, employee development, discipline, performance evaluation and related aspects of personnel administration; State budget development and maintenance procedures.

11.421

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